



**JPB Citizens Advisory Committee
1250 San Carlos Avenue, San Carlos, CA 94070
Bacciocco Auditorium, 2nd Floor**

BOARD OF DIRECTORS 2015

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EXECUTIVE DIRECTOR

February 18, 2015 – Wednesday

5:40 p.m.

Times noted are estimated.

Items in bold are CAC member requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of January 21, 2015 MOTION
4. Public Comment (5:45 p.m.)
Public testimony by each individual speaker shall be limited to three minutes
5. Committee Comments (5:55 p.m.)
Committee members may make brief statements regarding CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics
6. Chairperson's Report (6:10 p.m.)
 - a. Presentation of Board Certificate of Appreciation to Past CAC Chair Cat Tucker
7. Caltrain Modernization Update (Dave Couch) (6:15 p.m.)
8. Presentation on the Caltrain Short-Range Transit Plan – Draft Elements
(Sebastian Petty) (6:35 p.m.)
9. **Report on TransitAmerica Services-Related Topics** (Rebecca Hernandez) (6:55 p.m.)
 - a. Fare Enforcement**
 - b. Training**
10. Staff Report (April Maguigad) (7:15 p.m.)
 - a. Follow-up Report
11. Date, Time and Place of Next Meeting
March 18, 2015 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Jonathan Berk, Brian Shaw, Alex Sweet (Vice Chair)
San Mateo County: Chris Cobey (Chair), Annie Lee, Adina Levin
Santa Clara County: Yvonne Mills, Greg Scharff, Cat Tucker

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at <http://www.caltrain.com>.

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

Location, Date and Time of Regular Meetings

Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes ECR, FLX, 260, 295 and 398. Additional transit information can be obtained by calling 1.800.660.4287 (TTY 650.508.6448) or 511.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment

If you wish to address the Committee, please fill out a speaker's card located on the agenda table and hand it to the Assistant District Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Assistant District Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6279, or TTY 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.

**CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF JANUARY 21, 2015

MEMBERS PRESENT: J. Berk, A. Lee, A. Levin, Y. Mills, B. Shaw, A. Sweet, C. Tucker

MEMBERS ABSENT: C. Cobey (Chair), G. Scharff

STAFF PRESENT: J. Averill, R. Haskin, C. Groves, A. Maguigad, M. Martinez

Chair Cat Tucker called the meeting to order at 5:43 p.m. and led the Pledge of Allegiance.

**REPORT OF THE NOMINATING COMMITTEE (JONATHAN BERK, ANNIE LEE, YVONNE MILLS)
Election of 2015 Officers**

Yvonne Mills said Chris Cobey resigned from the nominating committee and Chair Tucker appointed Annie Lee to replace him. The nominating committee nominates Mr. Cobey as Chair and Alex Sweet as Vice Chair.

Motion/Second: Mills/Berk

Ayes: Berk, Lee, Mills, Shaw, Sweet, Tucker

Absent: Cobey, Levin, Scharff

APPROVAL OF MINUTES OF DECEMBER 17, 2014

Motion/Second: Tucker/Shaw

Ayes: Berk, Lee, Mills, Shaw, Sweet, Tucker

Absent: Cobey, Levin, Scharff

PUBLIC COMMENT

Doug DeLong, Mountain View, said there are homeless encampments on the right of way. One is on the northwest side of the San Antonio Station, which has been there several weeks, and another one is on the southeast side of the San Antonio Station. He said the transit police should be checking for these encampments. This is an unsafe place to be and it exposes the JPB to liability.

Roland Lebrun, San Jose, said for a third bike car to work, the trains would need a third conductor. He said if the entire floor area is gutted, the bike car would have the same bike capacity as adding a third car. He said if Caltrain has customers board from the rear of the train and get off at the front of the train, then Gallery train customers can onboard and off-board at the same time. This would reduce dwell times.

COMMITTEE COMMENTS

Jonathan Berk said Mr. Lebrun's ideas should be referred to the Bicycle Advisory Committee (BAC). He said he would like to try an experiment of having a quiet car on the train and it should be agendized. He would like to hear a good reason why the JPB won't do it. He said he would like to agendize a discussion of labeling coaches.

Mr. Berk said he would like someone to explain to him offline the issue of single tracking. He said an accident occurred and the train he was on sat at Millbrae Station. The other train did not come by in the length of time he sat there waiting, and the train could have single tracked during that time. He said he would like analysis of single tracking to understand how it is decided.

Mr. Berk said he would also like someone to get back to him about whether staff has tried an experiment of adding express trains during the day. He asked why Caltrain wouldn't do it. He said he does not see enough experimentation with the schedule.

Ms. Tucker said she supports agendizing the quiet car issue so it can be put to rest. She said she agrees with agendizing labeling the cars.

Brian Shaw said using transit should be made as simple and easy as possible. He said other more complicated transit systems label their trains in various ways. It is critical in certain places to label these trains so customers know which train is which. He said he commends Caltrain for communicating with customers about the accident in Burlingame.

Adina Levin arrived at 5:58 p.m.

Ms. Mills said she would like information about what other transit agencies do with quiet cars, how it works, and why Caltrain decided it is not feasible. She would like to know the issue has been examined on all aspects of why it can't work.

Ms. Lee said she has seen quiet cars on some other transit systems. She said Caltrain is limited on space and cars are already crowded, so it would be a challenge separating people. She said she agrees with adding signs on the cars. She said when the visual message boards display a message that a train is late, it uses train numbers and not the time of the train, and customers can get confused especially if the sign is still up even after the train has passed that station.

Ms. Mills said the issue of quiet cars would also encompass family cars where children can ride in them and feel that it is a safer space.

Ms. Mills left at 6:02 p.m.

Chair Sweet said she would like to hear about all of these items as well. She said she would like to know what the protocol is when there are homeless encampments on the right of way and whose jurisdiction it is. She said she would like to hear about the plans for the third bike car and about how the decision was made.

Public Comment

Roland Lebrun, San Jose, said if this was a commercially operated track then it would have an express train every hour. There are no trains leaving San Francisco for Tamien between 7:20 p.m. and 8:40 p.m. He said a bullet train should run at that time. He said the BAC does not report to the Board, so the CAC should be taking up these issues so they can make recommendations to the Board.

Ms. Levin said she is interested in restoring 30-minute service.

CHAIRPERSON'S REPORT

No report.

BROWN ACT TRAINING (Catherine Groves)

Catherine Groves, Legal Counsel, presented:

- Government ethics laws are a minimum standard of behavior. This includes how actions could look in the public light. Appearances matter.
- The Brown Act is California's open meetings law. The public must be informed and in control of the instruments they have created. People do not give public servants the right to decide what is good for them to know or not know. Meetings must be open and accessible to the public. The purpose of the Brown Act is to give the public a seat at the table in all discussions and deliberations and making any conclusions.
- Who is subject to the Brown Act:
 - Legislative bodies
 - Any standing committee created by a Board of Directors
 - CAC
- The Brown Act requires the meetings of local legislative bodies to be open to the public, properly noticed 72 hours before the meeting, and allow public comment. The individual votes of every member present for all actions taken at an open meeting, including motions, must be reported.
- A meeting is a congregation of the majority of members of a legislative body at the same time and location to hear, discuss, deliberate or take action on any item within their jurisdiction.
- A meeting is not contact between members and non-members, or when members attend conferences open to the public so long as there is no caucusing or discussion among members about business within the body's jurisdiction.
- Closed sessions are meetings with their own rules. These deal with litigation, personnel matters, real estate, etc. These are very unlikely to apply to a CAC.
- Risky business includes:
 - Serial conversations such as hub-and-spoke or daisy chains
 - E-mail, social media sites, blogs, or other technology
 - Social engagements
 - Other agencies' meetings

Mr. Berk asked what to do if a member of the public begins asking him about his opinion on an item in the CAC's jurisdiction. Ms. Groves said she recommends letting that person know that the CAC member can provide an opinion but

should not be told what other members' opinions are, as it could influence his decision and violate the Brown Act. It is better to politely decline the discussion.

- Penalties/enforcement for Brown Act violations:
 - Any acts are invalid
 - Opportunity to cure
 - Civil or criminal action
 - Public opinion
- Frequently asked questions:
 - Teleconferencing is allowed, but at least a quorum of the body must participate from a location within the body's jurisdiction, and the teleconference location must be accessible to the public and the public must be allowed to make comments from that location.
 - If an item is not on the agenda, it cannot be discussed.
 - Discussion of an agenda item from a previous agenda is only allowed if the previous meeting was five or fewer days ago.
 - Responses to comments about items not on the agenda can be made if they are brief. Subjects requiring discussion must be agendized for a future meeting.
 - If there is less than a quorum, it is recommended to not have the meeting, as no action can be taken, no minutes can be taken, and there is increased risk of Brown Act violations through serial conversations.

Ms. Tucker said she is not clear about sharing information. She said she forwards e-mails to other bodies she is on. Martha Martinez, District Secretary, said she recommends sending the information through the secretary, who should blind copy other members so there would be no risk of replying to all and having a serial conversation.

Ms. Levin said the California First Amendment Coalition disagrees with the court ruling that internet conversations violate the Brown Act.

Public Comment

Roland Lebrun, San Jose, said the secretary should blind copy CAC members on e-mail communications.

CLIPPER 2.0 (Rita Haskin)

Rita Haskin, Executive Officer, Customer Service and Marketing, presented:

- Why a regional fare payment system
 - Legislative mandate to coordinate services over:
 - Nine Bay Area counties
 - About 1.5 million daily transit trips
 - Twenty-eight transit systems with diverse fare programs
- Clipper is meant to provide seamless travel around the Bay Area
 - Thirteen transit systems participate
 - There are 1.5 million active cards
 - Clipper processes \$35 million a month
- There are many fare policies within the system, including:
 - Adults, senior/Medicare cardholders, youth, disabled

- Four thousand unique fares
 - Twelve thousand transfer combinations
- Expansion is underway with East Bay, Sonoma County, and Sonoma-Marín Area Rail Transit
- Maximizing the system:
 - Forty-six passes/tickets converted to Clipper only availability
 - Integrated into transit agency systems
 - Incorporated into new systems
 - Piloting non-transit initiatives
- Planning for the next generation
 - Current contract to operate the system ends in November 2019
 - System limitations
 - Architecture is from the late 1990s
 - Card readers and other equipment are approaching end of life
 - Integrating new technologies
 - New payment options are emerging
 - Clipper Vision: Clipper is a customer-focused, cost-effective fare payment system that supports seamless transit travel in the Bay Area.
 - Clipper Mission: In partnership, provide a convenient, flexible and efficient regional fare payment system.
 - Public input was solicited to find out what customers and stakeholders want in the next generation.
 - Public input was provided by:
 - Online survey
 - E-mail
 - Phone voicemail box
 - Public meetings
 - Interviews/meetings
 - Questions asked were:
 - What works well?
 - What does not work well?
 - What do you want to pay for?
 - What form should Clipper take?
 - To provide further feedback:
 - E-mail feedback@futureofclipper.com
 - Call 510.817.5680

Ms. Tucker asked if \$50 on the card would be good all year long or if it is only good for 30 days. She asked if she could buy a Clipper gift card or if she would have to register the user in order to use it. Ms. Haskin said e-cash never expires. Cards do not have to be registered unless the user is a senior, disabled, or youth, and they want to get a discount with proof. Automatically loaded cards must be registered.

Mr. Shaw said it is interesting that so many people will get E-Z passes for the bridge tolls but not Clipper cards. Ms. Haskin said perhaps some customers may not be documented and are hesitant to get anything that is regulated by the government.

Mr. Shaw asked if car sharing is being considered for future use with Clipper. Ms. Haskin said yes, and so are Uber, bike share, and other transportation needs.

Ms. Levin said drivers are encouraged to go places when they can get their parking validated. She said it would be complementary for someone to take public transit if their Clipper card could be validated. She said if someone took public transit to a restaurant, for example, or other retailer, they should get a credit on their account to use at that restaurant.

Ms. Haskin asked if Ms. Levin wants partnerships to reward customers for taking public transit. Ms. Levin said she wants to get a rebate for her transit trip if she travels without driving, because drivers get a rebate when they drive and park at those establishments. This would provide incentive to transit users.

Ms. Levin asked if an integrated day pass is being considered for all transit operators in the Bay Area. Ms. Haskin said a system like that was reviewed in the past, but it would result in too big of revenue loss. She said nothing like that is being reviewed for this project because that has to do with fare policies. Some fare coordination is being considered, such as youth age coordination.

Mr. Berk left at 7:14 p.m.

Mr. Shaw asked if readers for Clipper cards could be on trains. Ms. Haskin said doing that would enable some people to wait to tag their card until they see a fare enforcement official come by to check tickets. She said this also creates more congestion. The incentive is for people to tag their cards off the train.

Ms. Levin said it would be great if customers could tag using their mobile phones and having the global positioning satellite make reasonable inferences about where the customer got off the train in case the customer forgets to tag off.

Ms. Lee said another improvement could be to zone upgrades, because it is cumbersome. The add value machines are incredibly slow. She said there should be more signage telling customers they can go to Walgreens to add value to their cards.

Ms. Haskin said the new system will be near real time, so value added to the card should be available almost immediately.

Public Comment

Doug DeLong, Mountain View, said Clipper increases the ability to collect fares. If these customers were using the ticket vending machines it would be much slower. He said the value of the Clipper card should be in a database and everything should be networked. He said getting rid of monthly passes is a bad idea because a monthly pass holder does not have to interact with the fare collection equipment, which increases the bandwidth of the system. He said there is no acknowledgement of the need to price the services to be closer to cost recovery or the need to provide discounted fares to low-income customers. He said the senior fare should be replaced by a low-income fare.

STAFF REPORT (April Maguigad)

April Maguigad, Manager, Rail Operations, said:

- The rail cars have been purchased from Metrolink. There is no estimated date yet as to when they will arrive or be in service. Staff will create six-car Bombardier sets with three bike cars.
- The Clipper reader on the southbound platform in San Mateo has been fixed.
- November average weekday ridership was 56,899, a 9.4 percent increase over last November.
- Total ridership in November was 1.4 million, a 7 percent increase over last November.
- On-time performance was about 92 percent.
- There are many events coming up at Levi's Stadium. Staff is working out how to handle the traffic.
- Seven post-fireworks trains were run on New Year's Eve.

Ms. Tucker asked for details on the train accident at Masten Avenue in Gilroy.

Ms. Maguigad said that was a Union Pacific accident with their track maintenance equipment.

COMMITTEE REQUESTS FOR FUTURE AGENDA TOPICS

Ms. Tucker said she would like an update on high-speed rail.

Ms. Levin said Caltrain is going to intersect with Bay Area Rapid Transit (BART) at Diridon when BART connects to Silicon Valley. She said the project has an option to put in a station at Santa Clara, which would mean a segment of BART would parallel Caltrain.

Chair Sweet said the other topics were the homeless encampment, adding a third bike car, quiet cars on trains, signs on trains about stops, adding express trains during the day, and restoring 30-minute service.

Mr. Shaw said he would like to hear about the progress for implementing the new cars.

DATE, TIME AND LOCATION OF NEXT MEETING:

February 18, 2015 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Meeting adjourned at 7:38 p.m.